

Architectural Products Addendum

Allsteel | Gunlocke Dealer Sales & Discount Policies – 2023

The purpose of this addendum is to provide policies specific to Architectural Products (“AP”), in addition to the existing 2023 Sales and Discount Policies (“Terms and Conditions” or “Allsteel and Gunlocke Dealer Sales and Discount Policies”). This addendum applies to all authorized dealers engaged in AP projects and is not specific to “certified” dealers. Allsteel reserves the right, in its sole discretion, to limit availability of AP to any authorized dealer. Specifically, Allsteel will not offer access to any AP or contracts supporting such product to any dealer offering or selling any AP manufactured or otherwise distributed by competitive companies and/or their respective affiliates.

DEALER RESPONSIBILITIES

Dealer is responsible to review the policies below, along with the complete Allsteel and Gunlocke Dealer Sales & Discounts Policies document to ensure understanding. Specifically reference the following sections most applicable to AP: Dealer Discount Policy, Order Requirements, Order Acknowledgments, Changes, Cancellations and Returns, Warranty Service Obligations, Insurance, Product Specials and Customer’s Own Materials, Non-standard Paint and Stain Colors, and Shipping Information.

• ORDER REQUIREMENTS

- Dealer must provide complete and accurate information at time of order submission. All order information, including, but not limited to, contract number, bid number, model number, finishes, colors, options, quantity, and ship-to address must be submitted correctly at time of order entry. All required documentation for government orders must be received at order processing. Order dating, material procurement, and production begins immediately after order submission. Failure to provide complete and accurate information will result in delayed order entry and acknowledgement. Allsteel will not process incomplete orders and incomplete orders will be returned to dealer for correction and resubmission.
- If a bid quotation or other special pricing applies, the applicable Bid Number and contract number must be submitted electronically in the order. Addition or change to a contract number after order submission requires cancellation, re-entry of order, and loss of acknowledged ship date. For AP, the Bid Number must be provided on any order submitted electronically and must be provided on the PIF or purchase order on any order submitted manually.
- Project Information Forms (PIF) must be submitted to Allsteel’s Project Coordinator at the time of order submission. If the PIF is not received within 24 hours of order submission, the order(s) will be processed for Best Date Available with standard split by product type. Order changes will not be permitted for assumptions made due to lack of timely PIF submission.
- Orders for AP will not be processed until Allsteel receives the (i) purchase order; (ii) Project Information Form; and (iii) audited SIF file.

CHANGES, CANCELLATIONS AND RETURNS

o Self-audit all orders and specifications for accuracy prior to placing an order, even if the specifications have been previously audited by an Allsteel Designer. Once an order is submitted, it is considered final. Any request for an order change or cancellation is subject to approval at Allsteel's sole discretion. If Allsteel approves an order change, such change is subject to additional charges and may result in a change to the scheduled ship date. The order will be processed for Best Date Available. Cancellations or changes accepted by Allsteel are subject to a minimum processing fee up to 45% of the net invoice order amount. All additional charges are the responsibility of the Dealer.

o Changes to the delivery address or delivery date should be directed to ArchProducts@allsteeloffice.com to determine feasibility. If Dealer bypasses this process and requests changes directly from the carrier or requires additional services from the carrier upon arrival, the cost associated with the change is the responsibility of Dealer. Those costs will be billed directly to dealer by Allsteel.

• INSTALLATION

o Permit only Allsteel-Trained installation partners and subcontractors to install Allsteel AP. Consult with AP Operations Team or www.hniproductinstall.com for confirmation of installer training status prior to quoting. Dealer will further be responsible for ensuring all installers and subcontractors adhere to the Terms and Conditions of the Allsteel AP Installer Training Program.

o Should the Dealer choose to use a non-trained installation partner, an AP Technical Project Manager ("TPM") may be assigned to train on location at Dealer cost, at the discretion of the AP Operations Team. TPM travel is limited to Monday through Friday, excluding holidays. Any weekend work must be reviewed and approved by Allsteel on a case-by-case basis.

o Regardless of whether the installation partner is an Allsteel-trained or non-Allsteel trained installation partner, Dealer is ultimately responsible for the quality and/or fit and finish of the product installation. Allsteel is not responsible for installation issues or errors for products not installed in accordance with product specifications, instructions and warnings.

o A minimum fee of \$1,500 per trip may be assessed, plus \$500 per business day. Additional fees may apply for weekend work, if approved. Charges will be billed to the Dealer through Add Bill invoicing upon completion of TPM services.

o Should the installation be delayed or cancelled, Allsteel reserves the right to assess any travel fees already incurred, up to the minimum amount noted above.

• WARRANTY SERVICE OBLIGATIONS

o Warranty period begins upon substantial completion of project, and is applicable only to products installed, used and maintained in accordance with product specifications, instructions and warnings.

o Reimbursable service warranty is not applicable for routine and standard maintenance as required during the lifecycle of the product – *i.e.*, adjustments to doors and hardware. Reference Limited Lifetime Warranty on www.allsteeloffice.com for additional details.

- o Labor reimbursement will not be considered for:
 - Reasonable punch trip(s) applicable to the scope of the installation. (Allsteel recommends the Dealer include associated costs within the service portion of customer proposal, *i.e.*, labor, materials, and equipment required.)
 - Installation downtime associated with late delivery if communicated by Allsteel a minimum of 24 hours prior to planned arrival.
 - Installation of back ordered product if (a) product is delivered during original install sequence or (b) product can be installed during required punch trip noted above.

• INSURANCE OBLIGATIONS

o Dealer is responsible for ensuring that subcontractors, if any, engaged to install Allsteel AP products meet the same insurance requirements set by Allsteel and end-customer.

• SHIPPING & DELIVERY

o Shipments will arrive via truckload, less-than-truckload carrier or parcel mode depending on the size of the order(s). If truckload, standard service terms include delivery on 53' long and 13' 6" high trailers to a dock; delivery location must accommodate a full-size trailer without obstruction or impeding traffic. It is the Dealer's responsibility to unload the truck. Drivers will not assist in unloading. Trucks are not equipped with ramps.

o If the delivery site cannot accommodate a standard delivery service as described above, Dealer must request an enhanced service option from ArchProducts@allsteeloffice.com during the proposal drawing and quoting process. The freight amount calculated with CET Designer will no longer be applicable. Requests made after order entry will require a dedicated truck and may result in additional dealer costs.

• GENERAL

o Comply with all applicable rules, regulations, policies, standards, local, national and international codes and laws, including but not limited to seismic/earthquake codes and ADA requirements.

o Refrain from offering or selling any AP manufactured or otherwise distributed by competitive companies and/or their respective affiliates without explicit approval from Allsteel.